

The Private Security Services Section Update

Lisa R. Hahn, Section Chief

I would like to take this opportunity to thank you for the support and assistance that you have given us during an extremely busy time. As you are fully aware, we have had budgetary constraints coupled with an increased demand for service. The cooperation between the industry and the department has been overwhelmingly strong. It demonstrates that by working together everyone achieves more. Again, thank you for your continued cooperation and patience.

Staff Changes

Dan Wright, a field investigator at DCJS, retired in December of 2003. Danny had been with DCJS for more than 20 years. We celebrated Danny's retirement with friends, colleagues and family in January. We miss him immensely but are happy that he is finally taking time for himself and his family.

Tim Haymore was selected to fill the vacated field investigator position. Tim has a Bachelors Degree in Administration of Justice and has worked in the private security field for the past eight years. While in the private security industry, Tim was registered as a Private Investigator and certified as a General Instructor, Firearms Instructor and a Compliance Agent. He started out as a Senior Investigator, and quickly rose to the position of Vice President as well as being the Compliance Agent for a licensed Private Security Business. His background includes an eight-year tenure as a Virginia State Trooper. He is a dedicated and talented individual and we are pleased to have him as a member of our team.

P. Robbie Robertson joined our Section on May 10, 2004. Robbie has over 28 years experience working in private security. He is registered as a Security Officer, is certified as a General Instructor, Firearms Instructor and a Compliance Agent. He started his career as a Security Officer and rose to the position of Vice President as well as being the Compliance Agent for a licensed Private Security Business. Robbie has served on the Private Security Services Advisory Board and most recently held the position of Vice-chair. Over the last three years, Robbie has assisted the department with compliance agent in-service training. We are delighted to have Robbie as a member of our team.

Thomas Nowlin has transferred back to the Training and Standards Section at DCJS. We will miss him.

Crystal Simpson, a temporary employee, is assisting with the increased volume of telephone calls. She has quickly become an asset to our Section and we are happy to have her join the team.

Positive Joint Efforts

Our staff works diligently to provide quality service to our constituents. We are often asked if there is something that the industry can do to help our Section. We would like to take this opportunity to request your assistance. In years passed, our department has averaged 650 telephone calls per week that were handled by two customer service representatives. Over the past year, we have been averaging 1400 calls per week, with the same number of customer service representatives. We are still attempting to provide quality and timely customer service to our constituents, but the sheer volume of calls causes difficulty in maintaining that mission. We are working diligently to fund another customer service position. In the mean time, along with your patience, there are some things that the industry can do in order to receive the information they need as well as reducing the calls to our department.

■ **Utilize our online system, Watson, to check on applications and contact information.** Go to www.dcjs.virginia.gov/privatesecurity/watson.cfm to view instructions for how to use Watson and how to get your DCJS ID# and pin number if needed. Watson allows you to view the status, issue date and expiration date of individual applications and/or training school/business applications. It shows the reason(s) an application may be pending such as "training requirements not met," "insufficient payment," or "fingerprints not submitted." This service does not require any additional cost to you. Watson allows for credit card payment when submitting individual initial and renewal applications as well as training enrollment applications online.

■ **Compliance Agents/Training Directors.** If you need to call the section, please have compliance agents or training directors contact us on behalf of their employees or students. These individuals are more familiar with terms and procedures used by the department. We will be able to assist you more efficiently if we have one compliance agent contacting us as opposed to several individual employees. Additionally, compliance agents or school directors could answer many of their employees' questions without a call being placed to DCJS. They are a valuable resource.

■ **Email our staff.** All employees can be emailed by typing
Continued on page 2

their **first name.last name** and **@dcjs.virginia.gov**. For example: Lisa Hahn would be **lisa.hahn@dcjs.virginia.gov**. Email provides time to research your situation and to respond quickly with accurate information.

On-Line Training

In conjunction with two DCJS certified training schools, online training has been developed for Compliance Agent Entry Level, Compliance Agent In-Service, and General Instructor In-Service. Private Investigator In-Service and Security Officer Core Subjects Entry Level training are being developed. One school is already offering the training online and the second school will soon be ready. Compliance Agents and General Instructors still need to complete the DCJS application, meet the eligibility requirements and pay the applicable DCJS application fee. Online training will be available to anyone who wishes to contract with the training school hosting the training. Online Compliance Agent training could be a bonus for individuals that need the training immediately or for those that do not wish to travel to a training site. In addition, it could be an advantage to individuals that do not meet the certification requirements but wish to benefit from the training.

Mark Your Calendar

Private Security Services Annual Conference will be held on October 4-8, 2004 at the Sheraton Oceanfront Hotel. We will be updating information regarding our conference and other private security related matters. Don't forget to monitor our website periodically.

CAUGHT DOING IT RIGHT

We would like to congratulate the following Private Security Services Businesses and/or Training Schools for being in full compliance on their audit conducted between January 1 and April 28, 2004. A job well done!

Advanced Technology Systems International

Alliance Legal Services, Inc.

Bank Design & Equipment, Inc.

Computer Systems Management, Inc.

Dangerfield Investigators, Inc.

Dynamic Systems Integration, Inc.

Hudson-Payne Electronics Corporation

James M. Yohe & Associates, Inc.

Lee Security Consultants

Prince Security Services, Inc.

United Security and Communications, Inc.

CHANGES TO DCJS WEBSITE

www.dcjs.virginia.gov/privatesecurity

In an effort to better serve our constituents and to make accurate information easily accessible, we are working on updating our website. Look for our user-friendly changes by summer.

We have already re-designed the Watson homepage making it easier to follow. The homepage is presented in a clear concise manner and explains exactly what can be done with the Watson system. The section entitled "tips for successful use" should answer most of the basic questions we receive regarding Watson. We will soon have a free online tutorial to show users how to utilize the system to their advantage.

We are expanding the "how to apply section" of the website. Each initial and renewal application from our section will have an instructional page that outlines the requirements and procedures for submittal to DJCS. Each registration category is broken down into application procedures and requirements as well. Additional applications, such as DCJS-training enrollments, additional category requests and firearms endorsement will also be explained in a step-by-step format. Individuals will be able to find directions appropriate to their needs without having to search the entire "how to apply" section.

Updating and expanding the "frequently asked questions" page. This page will be broken down into specific categories, each category with their own page of questions and answers. Some of these categories will include: each individual registration category, fingerprints, criminal history, reinstatement, training and extensions. This will provide a quick reference.

BACK TO THE BASICS

Requirements missed by Businesses/Schools

Nineteen businesses were recently sanctioned for not employing a certified compliance agent for more than 90 days. Ten of these occurred because the compliance agent's certification had expired.

One Training School was sanctioned for not employing a director for more than 90 days. The Training Director's instructor certification had expired.

Also, please remember to maintain your business license or training school certification, you must maintain your general liability insurance or surety bond with no break in coverage. Do not allow a lapse in coverage to cost the added expense and time required to meet Initial Licensing or Initial School Certification requirements.

BUSINESSES/SCHOOLS SANCTIONED

January 1, 2004—May 5, 2004

AES Training Academy, over 90 days without a school director—instructor certification had expired.

American Security Programs, Inc., individuals employed beyond 90 days without training; individuals employed beyond 120 days without registration from DCJS.

Apex Alarm, LLC, did not maintain a physical location in Virginia for storage of required records, allowed individuals to be employed as electronic security sales representatives and/or electronic security technicians without possessing valid registrations from DCJS, allowed individuals to be employed as supervisors without submitting fingerprints to DCJS on or before their date of hire and allowed an individual to work beyond 120 days without obtaining a registration from DCJS.

Ares Group, Inc., permitted an individual to be employed for six weeks as an armed security officer without proper registration.

Atlantic Home Security, LLC, over 90 days without a compliance agent.

Atlantic Security Systems, Inc., over 90 days without a compliance agent—certification had expired.

Blackhawk, Inc., employed individuals as security officers with expired registrations.

C.V. Security, Inc., over 90 days without a compliance agent—certification had expired.

Citywide Protection Services, Inc., employed individuals beyond 90 days without training; and employed individuals as unarmed security officers without submitting fingerprints on or before the date of hire.

Condortech Services, Inc., over 90 days without a compliance agent—certification had expired.

Custom Systems Integration, Inc., over 90 days without a compliance agent—certification had expired.

Dunbar Guard Services, Inc., over 90 days without a compliance agent.

Eagle Fire Inc., over 90 days without a compliance agent—certification had expired.

Event Staffing Inc., did not report to the department the addition of an officer of the corporation within 30 days after the occurrence, did not submit fingerprints for an officer of the corporation within 30 days after the occurrence, did not report a change in the physical location in Virginia where records were maintained and available for inspection by the department within 10 days, and allowed individuals to be employed as supervisors without submitting fingerprints to DCJS on or before their date of hire.

Guardian Alarm Systems, Inc., over 90 days without a compliance agent—certification had expired.

IPC International Corporation, employed an individual as an unarmed security officer without possessing a valid registration from DCJS, allowed individuals to work beyond 120 days without receiving a registration from DCJS, allowed individuals to work beyond 90 days without receiving required training and allowed individuals to work as unarmed security officers without submitting fingerprints on or before their date of hire.

Isaias Production, Inc., over 90 days without a compliance agent.

Loomis, Fargo and Co., Richmond, over 90 days without a compliance agent—certification had expired.

M.C. Dean, Inc., allowed individuals to be employed in electronic security with expired registrations.

Myer-Emco, Inc., over 90 days without a compliance agent.

National Investigation Service, Inc., over 90 days without a compliance agent.

Professional Security Bureau, LLC, employed individuals for a period exceeding 120 days without receiving a certification from DCJS

Raven Services Corporation, allowed individuals to work beyond 90 days without submitting fingerprints, allowed an individual delegated Security Supervisor to work beyond 90 days without receiving required training and employed individuals for a period exceeding 120 days without receiving a registration from DCJS.

Re-Imaging Specialists Inc., over 90 days without a compliance agent. *They do not have a current business license.*

Safemasters Company, Inc., over 90 days without a compliance agent—certification had expired.

Shadow Elite Protection Agency/S.E.P.A., had no written agreement with client, uniform did not have a nameplate, paid two unarmed security officers in cash, allowed an individual to work as armed security officer with an expired registration, individual working as unarmed security officer with no fingerprints on file.

St. Moritz Security Services, Inc., over 90 days without a compliance agent.

Sunstates Security, LLC, unlicensed activity.

TW & Company, Inc., over 90 days without a compliance agent.

U.S. Security, Inc., allowed individuals to work without completing the compulsory minimum training standards within 90 consecutive days of their date of hire, allowed individuals to work without submitting fingerprints on or before the date of hire and allowed an individual to work with an expired registration.

Continued on page 4

BUSINESSES/SCHOOLS SANCTIONED (cont.)

Unlimited Security, Inc., over 90 days without a compliance agent—compliance agent's certification had expired.

Vintage Security, LLC, employed an individual as an electronic security technician without possessing a valid registration from DCJS, employed an individual as an electronic security technician with an expired registration, allowed an individual to work beyond 90 days without receiving required training, allowed individuals to work as electronic security technicians without submitting fingerprints.

Walter H. Miller & Associates, over 90 days without a compliance agent—certification had expired.

Williams Fire Sprinkler Co., Inc., over 90 days without a compliance agent.

INDIVIDUALS SANCTIONED

January 1, 2004—May 5, 2004

Brooks, Vernon L., unregistered activity, carrying an unauthorized weapon, monetary penalty.

Laizure, Devin S., failure to comply with Consent Order, revoked for 5 years.

Pamulaklakin, Domingo C., weapons discharge, monetary penalty and remedial training.

Riley, Cyprian R., weapons discharge, monetary penalty, registration revoked for 5 years.

Spruill, Robert L., unlicensed activity, monetary penalty and 1 year probation.

Worley, Brian D., weapons discharge, monetary penalty

We have also revoked three individual registrations due to criminal convictions and misrepresentation.

Private Security Services Advisory Board

Effective July 1, 2004

The Private Security Services Advisory Board (PSSAB) is an advisory board within the executive branch of state government. The Private Security Services Advisory Board consists of 12 members. The PSSAB is appointed by the Criminal Justice Services Board (CJSB) and advises the CJSB on all issues relating to regulation of private security services businesses.

W. Brent Fortner, Chair

Private Security Business Representative

Kevin S. Hodges, Vice Chair

Armored Car Representative

Christopher J. DiMartino, Secretary

Private Investigative Representative

Deborah A. Aylward

Private Investigative Representative

Deputy Chief James A. Cervera

Law Enforcement Representative

Sean D. Creamer

Private Security Business Representative

Christopher J. DiMartino

Private Investigative Representative

Carl S. Fisher

Private Security Business Representative

R. Steve Martin

Instructor Representative

Robert D. Shuster

Personal Protection Specialist Representative

Thomas H. Turner

Special Conservator of the Peace Representative

Mary Kay Wakefield

Electronic Security Business Representative